



Budding Food Scientists



Te Taiwhenua o Heretaunga is encouraging young people to consider putting their talents into science careers. Earlier this year, our community development wing, Te Manaaki Taiao, in conjunction with Otago University, held a Food Science wananga and leadership forum for rangatahi from Hastings Intermediate, Hastings Boys' High School, and St John's College. The wharekai at Omahu Marae took on another life as the rangatahi learned to measure and record fluids to create their own recipes for fruit juice. A visit to Aunty's Garden at Waipatu Marae showed them the fundamentals of producing high-quality food, including companion plantings of herbs and flowers among the vegetables to deter pests. The wananga concluded with a Leadership Forum and dinner at TToH.



George Reedy
Kaiwhakahaere Matua
Chief Executive Officer

It's been a busy and challenging year at Te Taiwhenua o Heretaunga. There's not a corner of the organisation that hasn't been involved in some form of change as we identify more effective ways of bringing to whānau the support they want and need, while ensuring the transparent results and effectiveness our stakeholders seek.

In August we launched our new, one-stop registration centre, Te Wairatahi. The results have been impressive, with 1200 new registrations in the first 11 weeks, and 1100 new enrolments into healthcare and programmes. The overriding goal of this project was to improve the whānau experience of TToH, but it has also allowed us to find operational efficiencies and gain deeper insights into the challenges facing some of our communities.

More recently, we signed a Memorandum of Understanding with the Hawke's Bay DHB to create new-style contracts that will allow our staff to work more flexibly and holistically with whānau. Our effectiveness will be assessed on actual outcomes rather than ticked boxes.

These are but two examples of what we have achieved this year, which is rapidly drawing to a close. Staff are looking forward to a well-earned rest. I'd like to wish everyone a safe and happy Christmas.

*Ko te hāro o te kahu ki tuawhakarere
Wairatahi mauri ora ki te rangi
Wairatahi mauri ora ki te whenua
Uhi wero uhi taea haramai te toki
Haumi e hui e taiki e
Tēna tātou katoa*



Mike Paku
Chairman of the Board of Trustees

The kaumātua who had the foresight to buy the outdated old Heretaunga DB hotel and turn it into a hub for whānau support would have had no idea what it would look like in 2014.

Te Taiwhenua o Heretaunga is now nearly 30 years old, and our base in Orchard Road, Hastings, is a bustling and thriving centre of activity.

It's taken a lot of hard work to get to this stage, and we're still working hard -- to ensure we maintain the momentum and record of success we have built with our communities, marae, hapū, the whānau of Heretaunga, and beyond.

We are fortunate indeed to have the operational leadership of our experienced CEO, George Reedy, and our Te Kaihautū, Marei Apatu. The board, too, has undergone change to adapt to governance in the increasingly complex and competitive world of service contracting. The other part of this is our staff. They do many different types of work, achieve success at many levels, and go above and beyond wherever necessary. They are the wheels that keep us moving.

Together, we are well-placed for the future.

Ngā mihi o te Kirihimete me te Tau Hou

Best wishes for Christmas and the New Year



Marei Apatu
Te Kaihautū

The world of social media has changed forever the way we interact with each other. We can now share our lives more or less instantly with whole networks of other people. It's very efficient and useful. Our rangatahi love it. Sometimes, though, social media can be a double-edged sword. Careless or deliberately hurtful things can be said; innocents can be targeted, and victims can be harassed by faceless bullies. In effect, social media have added another dimension to the bullying and domestic violence we are already battling. At TToH we're doing a lot of work on the wider causes and effects of bullying and domestic violence. One stream of this is Cyber Tikanga, a research programme that has revealed deep interest and high levels of skill in IT among our rangatahi.

The challenge for us now is to support the development of that interest and those skills; to teach our young people how to keep themselves safe online, and to use the technology to equip our rangatahi to become change-makers within their whānau and hapū.

E ngā rangatahi

Kia kaha Kia maia ngā Rangatahi katoa

Kia whakangungua koutou ki te kahikatoa ki te tūmatakuru, ki te taraongaonga .

Signing Up For Support Made Easy

Te Wairatahi

Register with us NOW
Three Easy Steps

- 1 Fill in the registration form
You can do this online at www.tttoh.iwi.nz
(15 minutes)
- 2 Tell us what you need
(35-40 minutes)
- 3 Link with services

P: 0800 TAIWHENUA or 06 871 5350
E: register@tttoh.iwi.nz

Te Taiwhenua o
HERETAUNGA
Heretaunga Park
Community and Conference Centre
821 Orchard Rd, Hastings 4120
www.tttoh.iwi.nz



Anyone in the community is welcome to sign up for the wide range of support programmes and healthcare available at Te Taiwhenua o Heretaunga.

As a kaupapa Māori organisation we have strong organisational values that mean the doors to our professional support are open to anyone. This is also reflected in our multi-national workforce.

Becoming part of the family at TToH has never been easier. We recently introduced a new process that allows whānau to access the support they want with just one registration form. As an example, a mother of four recently came to our registration centre, Te Wairatahi, with her sick child. We got her in to see a GP at no cost, and enrolled her and her children with our health centre. At the same time, two of her children were enrolled into Tamariki Ora/ Well Child, all her children with the school dental service, her youngest into Te Tirahou – our Early Childhood Centre – and her teenager into NEET (Not in Employment, Education or Training).

The mother was referred to Aukati Kaipapa/smoking cessation, to our Incredible Years programme for parent development, and for a domestic violence intervention. We also registered her and her children with their marae/hapū.

In the first 11 weeks of this new system, 1200 new clients were registered and 1100 enrolled into 32 programmes or services.

Part of TToH's success is being able to support whānau in a way that has the right look and feel for them. Our values reflect Māori aspirations, and these are threaded through our professional work in a way that does not detract from our ability to connect and relate to Māori and others from a range of nationalities.

All those who register with TToH become part of the whānau. That means they can choose to receive regular news and updates about all the exciting things happening at TToH.

You can contact our registration centre directly. E: register@tttoh.iwi.nz

P: 871 5350 or 0800 TAIWHENUA, or come and see us at TToH, 821 Orchard Rd, Hastings

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Great Graffiti



The opening of our new rangatahi centre, complete with professionally-created graffiti-style artwork on the walls, was a much-anticipated occasion for the TToH rangatahi team, who have been stand-out performers in getting young people back to school or into polytechnics, training or work during the past year. Their success rate of 80 per cent compares very favourably with the 60 per cent achievement rate of other providers of NEET (Not Engaged in Education or Training) nationwide. Our Rangatahi staff have also achieved notable success with the School Attendance Service in the area from Tutira to southern Wairarapa, supporting truant rangatahi back into their classrooms and helping them set goals for their futures.

Recognising Our Living Treasures

Nominations for the Matariki Living Taonga Awards 2015 will open in March. Recipients of the triennial awards, which have been expanded to 10 categories, will receive them in mid-June at a ceremony to be attended by the Governor-General, Lieutenant General The Right Honourable Sir Jerry Mateparae. We'll bring you more information early next year about how you can nominate a Living Treasure for acknowledgement.



Healthy Food Grows Strong Tamariki



We all want the best for our tamariki, so at the TToH Early Childhood Centre, Te Tirahou, we've taken some exciting steps toward ensuring our tamariki enjoy healthy lifestyles.

Our recently-appointed Kaiako Kai expert, Piri Taurima, is now hard at work in the Te Tirahou kitchen preparing fresh meals from scratch for our tamariki each day. Her goal is to eliminate all processed foods from the menus, to ensure our tamariki are not being fed any food containing preservatives and other ingredients we can never be completely sure about.

Even better, Piri teaches the children about healthy eating by getting them involved in food preparation and making simple dishes.

The tamariki at Te Tirahou also grow some of their own fruit and vegetables, and have a special programme of physical exercise to ensure they develop strong bodies and good posture. This is in addition to specialised learning programmes in maths and reading to ensure they are well prepared for school. Te Tirahou tamariki are the rangatira of tomorrow.

Know your Board of Trustees



Mike Paku
Chair



Waa Harris
Deputy Chair



Kaye Adams
Runanga



Paratene Edwards
Mangaroa



Warren Hamlin
Waimarama



Monique Heke
Omaha

Behind The Scenes

Te Taiwhenua o Heretaunga has more than 200 staff. Many are frontline, working out in the community; others keep the administrative wheels of the organisation turning. In this edition of *Rei Ora*, we highlight two young women carving out careers at TToH. One works with information technology and the other directly with whānau.

Teriwa Graham – IT Support

Q: What led you into a career in IT at TToH?

A: As I was growing up, I always found technology oddly interesting. I pursued IT subjects from intermediate through to high school and thought why not carry on within the IT industry at tertiary level.

Six months of industry-based learning was needed for me to pass my Bachelors degree. I achieved placement with TToH throughout my final semester, and as a result I was very thankful to have been given the opportunity to become employed by TToH.

Q: Is it a job that requires any special qualities?

A: Some may say yes, but I don't think so. I think if you can pursue years of study with a chosen subject, then you learn the needed skill set to help you in the real world.

Q: Which part of the job do you most enjoy?

A: I would say the part I enjoy the most would be the fellow

employees. Helping others with their IT issues keeps me striving for them, so they can help others within the community.

Q: What has been your biggest challenge?

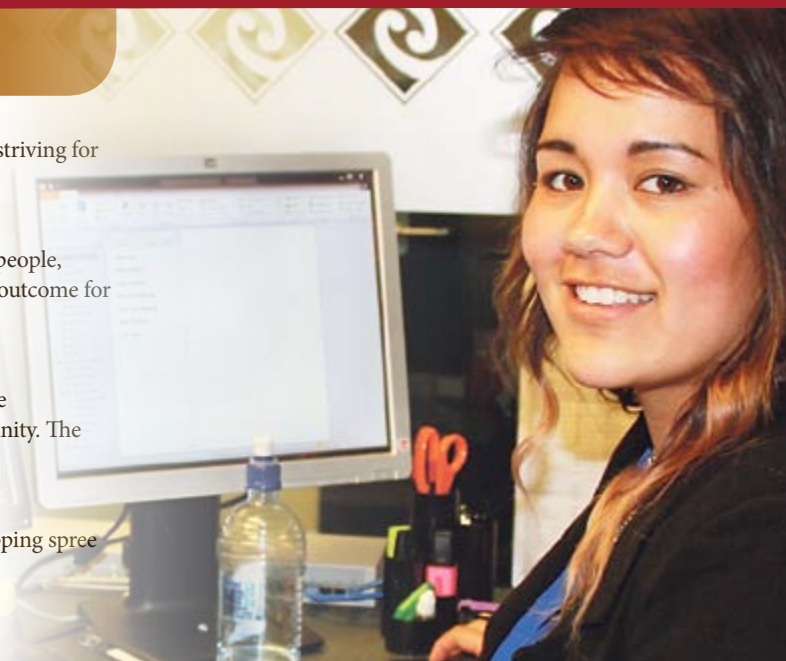
A: I think the biggest challenge for me was meeting new people, within an organisation, and to be able to deliver the right outcome for their IT issue.

Q: What has been your biggest highlight?

A: The highlight definitely would be the people within the organisation and the services they provide for the community. The café is a bonus!

Q: How do you like to spend your weekends?

A: Chilling out with family and friends ☺ The odd shopping spree is a bonus



Coralee Thompson – Tamariki Ora Kaiawhina, Facilitator for The Incredible Years and Teen Parent Group Co-ordinator

Q: What led you into a career in social support at TToH?

A: My love for working with tamariki. I enjoy working in the community with our people.

Q: Is it a job that requires any special qualities?

A: People skills, and the ability to listen, to be non-judgemental and open-minded.

Q: Which part of the job do you most enjoy?

A: Making a difference to the health of our tamariki, empowering our whānau through education, and working alongside team members.

Q: What has been your biggest challenge?

A: Trying to balance three roles as a Tamariki Ora Kaiawhina, facilitator for Incredible Years, and co-ordinating the Teen Parent Group

Q: What has been your biggest highlight?

A: Tamariki Ora and the Clinical Taiora team winning a series of awards including the Supreme Award last year at the Hawke's Bay Health Awards.

Q: How do you like to spend your weekends?

A: Relaxing and spending time with whānau.

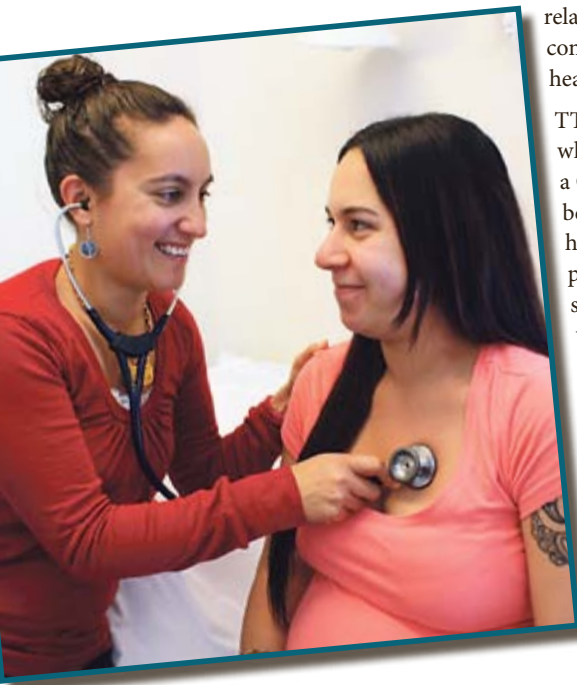
Whānau Enjoy FREE GP visits

The free GP visits available to all under-25s at the TToH medical and dental centre, Hauora Heretaunga, make it the most popular enrolment choice for whānau registering with TToH.

Three core teams of GP, Practice Nurse and Mobile Nurse have been created in the medical centre to ensure each client's wider healthcare needs are addressed and co-ordinated. This also allows

whānau to build relationships and confidence with their healthcare team.

TToH is encouraging whānau to enrol with a GP before they become ill, and to seek help for their health problems at an early stage rather than waiting until their problems become serious and need more advanced care. Young parents and their tamariki are a key focus of this campaign as they are a large grouping among Māori in Heretaunga.



The Way of the Future

TToH and the DHB recently signed a Memorandum of Understanding with one of our funders, the Hawke's Bay DHB, to pave the way for a new era of health contracting.

The funding for 12 existing contracts between TToH and the DHB will be pooled into four new contracts for child development, youth development, mental health, and healthy lifestyles. This will allow TToH to work holistically and more effectively with whānau while reducing the amount of paperwork involved. For the DHB, it will provide a clear picture of how funding is being applied, and how much TToH has changed the lives of whānau.



Koreene Henry
Houngarea/Mawhai



Christine Hilton
Kahuranaki



Kellie Jessup
Mihiroa/Taraia



Kararaina Kire
Te Aranga-Ngā Mata-a-waka



Take Mulligan
Matahiwi



Hemi Panapa
Ruahapia



Jaamin Pere
Korongata



Waiora Rogers
Waipatu



Lisa Tuhi
Te Awhina



Removing Health Barriers

Poor health can make it harder to get, and keep, a job.

TToH is helping to address this problem through a pilot project designed to remove the health barriers that prevent people from taking up jobs or social opportunities.

The project, funded by the HB DHB, Health Hawke's Bay, and the Ministry of Social Development, is a free Nurse Clinic at the MSD Community Link centre in Hastings. TToH nurse Sonia Pedersen is based there, providing a wide range of general health checks, advice, information and referrals to specialist care for MSD clients.

Sonia is also collating two case studies each month, to provide the funders with insights into the effectiveness of this style of approach. She is assisted by community support workers provided by MSD, who are trained as support administrators with the goal of being supported into permanent roles in primary healthcare.

Mouthwatering Menus



Menus for all occasions

café alfalfa
& caterer



Te Taiwhenua o
HERETAUNGA

Alfalfa Catering is based in Heretaunga Park Conference and Community Centre
821 Orchard Road, Hastings
P: +64 6 876 7777 E: alfalfa@ttoh.iwi.nz

Our highly-popular Alfalfa Café and Catering has produced new menus featuring many of the classic favourites its loyal customers enjoy, in addition to a new range of healthy, delicious and affordable food including working lunches. The menus can be viewed at www.ttoh.iwi.nz.

Alfalfa has been busier than ever as demand has increased for use of TToH conference and seminar venues since the closure of the Hawke's Bay Opera House complex for structural strengthening. To contact Alfalfa, phone 06 876 7777 or email alfalfa@ttoh.iwi.nz

TToH Directory

TToH is an award-winning kaupapa-Māori organisation with a proud tradition of success in serving the communities of Heretaunga for nearly 30 years. We are iwi-mandated and governed by elected representatives from the marae of Heretaunga.

Currently, there are 32 ways in which TToH is able to work with and support whānau, depending on what they want. We are here to help.

Please contact the friendly and experienced staff in our registration centre if you'd like more information about how we can help you and your whānau.

Ph 06 871 5350 or 0800 TAIWHENUA or email register@ttoh.iwi.nz

Hauora Heretaunga – Medical and Dental

Hauora Heretaunga is a general medical practice open to the public at Heretaunga Park. It provides GPs and Practice Nurses, Dentists (emergency and routine), dental therapists and dental health educators. It provides FREE GP consultations for under-25s, and very affordable health and dental care for those over 25.

Tai Ora – Community Health Services

- **Mobile Primary Nursing and Health Promotion:** Nursing, health promotion, education and advice for the whole whānau, including clinical and social support.
- **Tamariki Ora:** Our award-winning home-based nurse service for tamariki from birth to five years. Milestone health checks, follow-up care, in-home immunisations, whānau education.
- **School Nursing:** Attending to the personal healthcare of tamariki at school, in addition to school-based health education, promotion and advice (Peterhead, Irongate and Flaxmere).
- **Dental Education (0-12 years):** Dental education, promotion, advice and enrolment. The school brush-in programme provides in-school oral health care resources for pupils.
- **Social Support Service (all ages):** Social assessments and support for whānau accessing the community health services.
- **Aukati Kaipapa (smoking cessation):** A quit-smoking programme with a proven record of success, using nicotine replacement therapy, education support and advice.
- **Safer Environments for Whānau:** Community networking and promotion to improve whānau safety in their homes, vehicles, at play, and in the community.
- **Kaumātua Service:** A programme designed specifically for kaumātua and kuia, providing health checks and monitoring, exercise programmes, outings and social events.
- **Kāinga Tautoko (kaumātua and kuia):** A programme designed to support ageing at home; empowering kaumātua to maintain their independence.
- **Car Seat Loans**

Oranga Hinengaro o Te Matau a Maui – Mental Health Services

A clinical Hinengaro service to provide Kaipapa Māori Hinengaro assessment, intervention and consultation for whānau in the wider Hawke's Bay District Health Board region.

Criteria: Diagnosed mental illness – hospital, provider or self-referred.

- **Ngā Oranga o Te Rae:** A community-based service providing one-to-one support to tangata whaiora and their whānau to ensure they receive a full package of assistance.
- **Arararu Residential:** Provision of safe and comfortable accommodation within a home-like setting. The aim of this service is to enable tangata whaiora to live within the community with which they identify. **Criteria:** Hospital-referred only, and pre-assessed by NASC.
- **Ararau Day Rehabilitation Programme:** This service provides tangata whaiora with a wide range of activities to assist them in gaining independence, overcoming social isolation, and improving their life skills and wellbeing. **Criteria:** Diagnosed mental illness – hospital, provider or self-referred.

Tautoko Whānau – Social Services

- **Family Start:** This service identifies families in need of support around the time of their child's birth. It provides a Kaimahi Whānau to assist families when social and family circumstances put at risk the health, education and welfare of children.

Criteria:

- You are at least three months pregnant or have a child younger than 12 months
- You live within the Hastings area
- You can self-refer or be referred by anyone working with children or concerned about the wellbeing of a child
- **Te Whare Ahurutanga:** A purpose-built home for up to 11 kaumātua who are still independent but would benefit from the supports of shared living. Each kaumātua has a private room and en-suite bathroom.
- **Te Whare Karamu:** An acclaimed programme that provides housing and support for young mothers facing extreme hardship and requiring a stable whānau environment in which to learn to become a confident, capable and independent parent.

Mātauranga- Education

- The Incredible Years: A programme to teach parenting skills and behaviour management.
- Poipoia te Mokopuna: A programme to encourage and equip parents to be First Teachers.

Rangatahi - Youth Services

- NEET, YP and YPP: TToH is an accredited Youth Service provider for:
 - Rangatahi aged 16-18 who have a dependent child or children, and are the partner of a specified beneficiary (Young Parent Payment).
- **School Attendance Service:** Covering the area from Tutira to Wairarapa, this service works with families to get tamariki and rangatahi settled back into school with goals for their future achievement.

Tamariki - Early Childhood Education

- **Te Tirahou:** This is a purpose-built Early Childhood Education centre at Heretaunga Park, providing high-quality care and education for tamariki from three months to five years. Te Tirahou strives to uphold Kaipapa Māori values and aspirations. It offers **20 free hours a week** (up to six hours a day) for all three and four-year-olds. See our excellent ERO report at www.ttoh.iwi.nz

Contact: Centre Manager, 873 7542 or 021 164 6800

Café Alfalfa and Catering

Café Alfalfa and Catering is based at Heretaunga Park. The café is open to the public five days a week, from 9am-2pm.

Alfalfa has a reputation for high-quality and creative food, value for money, friendly and reliable service, and the capacity to ensure a worry-free catering experience for all clients, from corporate events to morning and afternoon teas.

Phone: 876 7777 or

Email: alfalfa@ttoh.iwi.nz

Heretaunga Park Community and Conference Centre

Heretaunga Park has a range of well-equipped facilities available for conferences, seminars, meetings, product launches and exhibitions.

Heretaunga Park is conveniently located at the end of Orchard Road, Hastings, easily accessed via the Hawke's Bay expressway and Omahu Road.

Phone: 871 5350 or

Email: taiwhenua.heretaunga@ttoh.iwi.nz



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Te Taiwhenua o Heretaunga

E register@ttoh.iwi.nz

P 06 871 5350 or 0800 taiwhenua

www.ttoh.iwi.nz



Christmas-New Year Closure

Most of TToH will be closed for the two-week Christmas-New Year period of **December 22 – January 4.**

However, Oranga Hinengaro services will operate as normal. Direct contact: 871 5354.

However, our medical and dental centre, Hauora Heretaunga (06 871 5352), and our mental health support unit, Oranga Hinengaro (06 871 5354), will be open as normal. Whānau can still register with TToH online during the holiday period through our website, www.ttoh.iwi.nz.

TToH re-opens on Monday, January 5, 2015.



Rei Ora by Email

Some people prefer the convenience of receiving news and information electronically. You can receive Rei Ora in this way. Simply email us at Reiora@ttoh.iwi.nz and we'll put you on our mailing list for regular updates about news and events at Te Taiwhenua o Heretaunga.